

Replacement sheet

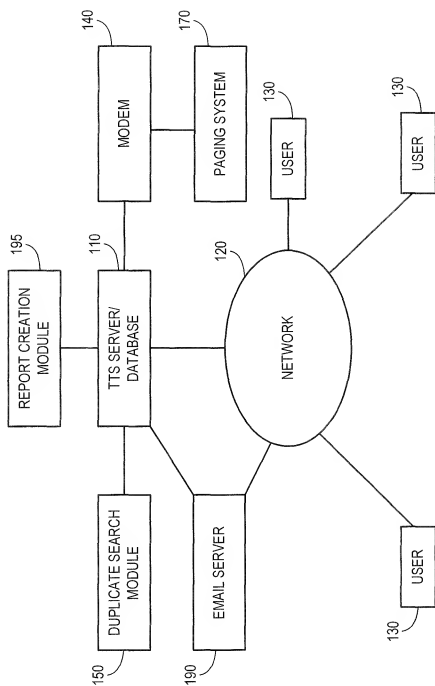


FIGURE 1

Replacement sheet

2/10

TTS - Detail Display - Problem (Adding a New Ticket)

Internal External Impacts Text Fields

Severity 4

Status Of Open

Set By TIDWELL, GARY R

Date 05/01/1997

Escalation Type No Escalation

Date 05/01/1997

Closed Date 00/00/0000

Sites

☐ AL ☐ JAC ☐ FTL ☐ MIA ☐ ATL ☐ MAC ☐ KY ☐ LA ☐ MS ☐ NC ☐ SC ☐ TN ☐ ALL

Person Responsible

Target Date 05/12/1997

Problem Discovered By

Date Found 00/00/0000

Date Started 00/00/0000

Entered By TIDWELL, GARY R

Date 05/01/1997

Initiated By TIDWELL, GARY R

Date 05/01/1997

Category Process

Root

Verified OK ☐ Failed ☐

Release Number

CPATS #

Job Name

☐ Journals ☐ Contacted

RF6355

Brief Description

Email Add Copy Delete Save Cancel Print Edit Close

FIGURE 2

TTS - Detail Display - Problem (Adding a New Ticket)		X	
<input checked="" type="checkbox"/> Main Inquiry		<input type="checkbox"/> Text Fields	
<div> <div> <input checked="" type="checkbox"/> AL <input type="checkbox"/> JAC <input type="checkbox"/> FTL <input type="checkbox"/> MIA <input type="checkbox"/> ATL <input type="checkbox"/> MAC <input type="checkbox"/> KY <input type="checkbox"/> LA <input type="checkbox"/> MS <input type="checkbox"/> NC <input type="checkbox"/> SC <input type="checkbox"/> TN </div> <div> Status Of <input type="text" value="Open"/> </div> </div>		<div> <div> <input type="text" value="00/00/0000"/> </div> <div> Closed Date </div> </div>	
<div> <div> <input type="text" value="RAY, JEFF"/> </div> <div> By </div> </div>		<div> <div> <input type="text" value="02/10/2000"/> </div> <div> Date </div> </div>	
<div> <div> <input type="text" value="RAY, JEFF"/> </div> <div> Person Responsible </div> </div>		<div> <div> <input type="text" value="00/00/0000"/> </div> <div> Target Date </div> </div>	
<div> <div> <input type="text" value="RAY, JEFF"/> </div> <div> Entered </div> </div>		<div> <div> <input type="text" value="02/10/2000"/> </div> <div> Date </div> </div>	
<div> <div> <input type="text" value="RF6355"/> </div> <div> RF6355 Date </div> </div>		<div> <div> <input type="text" value="00/00/0000"/> </div> <div> Closed Date </div> </div>	
<div> <div> <input type="text" value="AI - Valid"/> </div> <div> AI - Validation </div> </div>		<div> <div> <input type="text" value="AI - Valid"/> </div> <div> AI - Valid </div> </div>	
<div> <div> <input type="checkbox"/> Contacted </div> </div>		<div> <div> <input type="checkbox"/> Contacted </div> </div>	
<div> <div> <input type="text" value="TEST"/> </div> <div> Brief Description </div> </div>		<div> <div> <input type="text" value="TEST"/> </div> <div> Brief Description </div> </div>	
<div> <div> <input type="button" value="Email"/> <input type="button" value="Add"/> <input type="button" value="Copy"/> <input type="button" value="Delete"/> <input type="button" value="Save"/> <input type="button" value="Cancel"/> <input type="button" value="Print"/> <input type="button" value="Edit"/> <input type="button" value="Close"/> </div> </div>		<div> <div> <input type="button" value="Email"/> <input type="button" value="Add"/> <input type="button" value="Copy"/> <input type="button" value="Delete"/> <input type="button" value="Save"/> <input type="button" value="Cancel"/> <input type="button" value="Print"/> <input type="button" value="Edit"/> <input type="button" value="Close"/> </div> </div>	

FIGURE 3

TTS - Detail Display - Bill Notification (Adding a New Ticket)				On Line Documentation	
Main Billing Notification		Impacts		Text Fields	
<div> <div> Status Notification <input type="button" value="Open"/> </div> <div> Refund/Recovery/Rerun <input type="checkbox"/> Refund <input checked="" type="checkbox"/> Recovery <input type="checkbox"/> Rerun <input type="checkbox"/> Usage <input type="checkbox"/> Related </div> </div>					
<div> Name <input type="text"/> </div> <div> Close Date <input type="text"/> </div>		<div> Problem <input type="text"/> </div> <div> Discovered By <input type="text"/> </div> <div> Entered By <input type="text"/> </div> <div> Date Found <input type="text"/> </div> <div> Date Started <input type="text"/> </div>			
<div> Date <input type="text"/> </div> <div> Resolved <input type="text"/> </div> <div> Spec <input type="text"/> </div> <div> Closed <input type="text"/> </div> <div> MIA <input type="text"/> </div> <div> ATL <input type="text"/> </div>		<div> BIBS <input type="text"/> </div> <div> RAY, JEFF <input type="text"/> </div> <div> Date Started <input type="text"/> </div>			
<div> Contact Information Internal Name <input type="text"/> </div> <div> Phone <input type="text"/> </div> <div> Pager <input type="text"/> </div>					
<div> External Name <input type="text"/> </div> <div> Process Category <input type="text"/> </div> <div> Root Cause Category <input type="text"/> </div> <div> CPATS # <input type="text"/> </div>		<div> Save Ticket as Text <input type="text"/> </div> <div> BN <input type="text"/> </div> <div> Change Plan <input type="text"/> </div>			
<div> ALL <input type="checkbox"/> </div> <div> MAC <input type="checkbox"/> </div> <div> KY <input type="checkbox"/> </div> <div> LA <input type="checkbox"/> </div> <div> MS <input type="checkbox"/> </div> <div> NC <input type="checkbox"/> </div> <div> SC <input type="checkbox"/> </div> <div> TN <input type="checkbox"/> </div> <div> ALL <input type="checkbox"/> </div>		<div> Interest <input type="checkbox"/> </div> <div> RF6355 <input type="checkbox"/> </div>			
<div> Brief Description <input type="text"/> </div>					
<div> TEST </div>					
<div> Email </div>		<div> Add </div>		<div> Copy </div>	
<div> Delete </div>		<div> Save </div>		<div> Cancel </div>	
<div> Print </div>		<div> Edit </div>		<div> Close </div>	

FIGURE 4

TTS - Detail Display - Problem

CSB ITB Impacts Text Fields

0 1 2 3 4 5 6

Resolution Preventative Action

Description Impact Summary Root Cause Summary

Email Add Copy Delete Save Cancel Print Edit Close

FIGURE 5

CBS Trouble Tracking System (20 tickets retrieved)			
File Report Windows Help			
Ticket	Problem	Query	Display
ID	Entry Data	Brief Description	
145	05/16/1996 03:25 PM	INTRALATA/INTERSTATE LTM CALLS BILLED INCORRECTLY AS TOLL TO LANDLINE CUSTOMER	
96639	03/25/1997 12:50 PM	BSLD ACCOUNT #1 DURATION OF CALLS IS INCORRECT	
100937	04/11/1997 03:24 PM	BSLD ACCT 31 CALLS NOT GIVEN DISCOUNT FOR TERM PLAN	
102099	05/01/1997 04:11 PM	RELEASE 97 A/ OLEC: USAGE ON MP-4027	
102104	05/02/1997 08:14 PM	MONTHLY SETTLEMENT REPORT NOT CREATED FOR .NET	
102893	05/16/1997 03:13 PM	UF027 ERRORS - KAPLAN	
105141	05/19/1997 05:07 PM	WATSSAVER ON WATS & TOOL FREE DIALING	
106771	06/02/1997 04:01 PM	UF038 ERRORS ON PBC ACCTS IN N.C.	
106812	06/05/1997 02:06 PM	RELEASE 97 A - DIFFERENCE BETWEEN RATING & MAVRIC BILLING 800 USAGE	
112846	06/11/1997 03:45 PM	INCREASE IN MOU IN CELLULAR (MP-3108)	
113345	06/18/1997 02:58 PM	PLAN RECORD WAS NOT SENT TO BSLD VIA CIF	
113457	06/20/1997 09:52 AM	UBO - NEED TO HAVE NEW RALEIGH EXCHANGE ADDED TO ECC TABLES	
113537	06/23/1997 09:35 AM	BSLD GA ACCT 69 TERM DISCOUNT INCORRECT	
113538	06/23/1997 09:37 AM	BSLD GA ACCT 13 .59 NOT TAXING CORRECTLY	
123717	07/24/1997 08:50 AM	BSLD GA PCC INTERNATIONAL TO INTERNATIONAL CALLS SHOULD NOT BE TAXED	
128395	08/13/1997 02:39 PM	ACCOUNT CODES ARE BEING INCORRECTLY ASSIGNED FOR DA CALLS AND MIN. SETTLE. AMTS.	
128445	08/14/1997 11:15 AM	UBO - ISDN CUSTOMER NOT RECEIVING CALL ALLOWANCE IN SC	
Ready			

FIGURE 6

☐ Query - Problem Tickets

Name	Created	Modified	Last Run	# Hits (last run)
David Wheeler Test Query	10-02-1998	10-02-1998	07-21-1999	11
Gary's Ticket	03-19-1998	03-19-1998	05-15-1999	0
Gene's Default Query	03-10-1998	03-10-1998	07-20-1999	0
Joy Test	02-02-2000	02-02-2000		0
TTS User Delete Query - Problem Tickets	07-26-1999	07-26-1999	08-04-1999	7
test3	02-04-2000	02-04-2000	02-04-2000	38

FIGURE 7



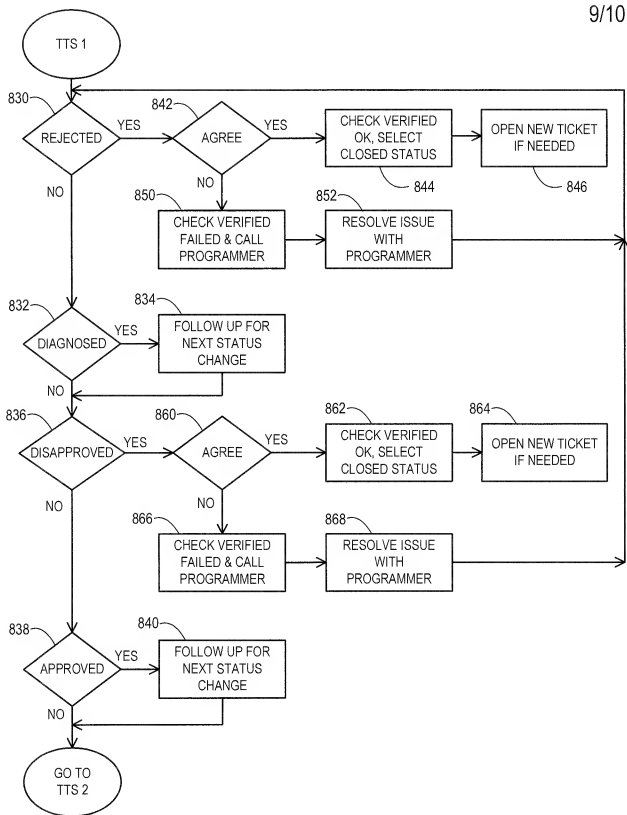


FIGURE 8B

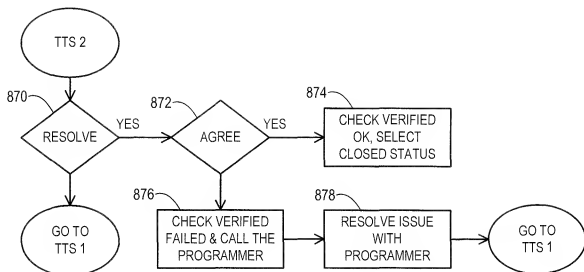


FIGURE 8C